

Kentucky Human Resource Information System (KHRIS) HR Administration

Change Management

August 29, 2006

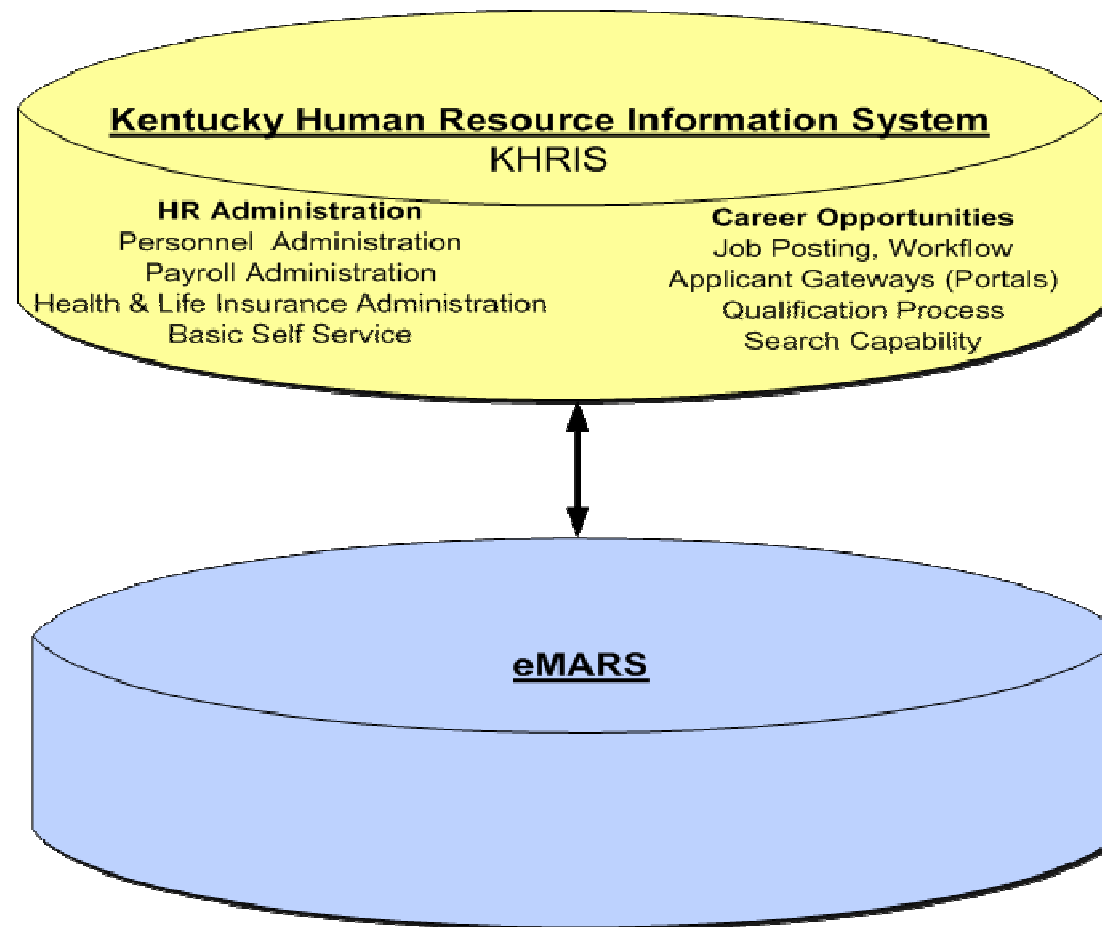


Change Management – Agenda

- KHRIS HR Administration Overview
- Change Management
- As-Is Processes Documentation
- Workflow and Notifications Documentation
- Future Steps
- What to do if you need assistance
- Questions?

Change Management –

KHRIS HR Administration Overview



Change Management –

Why manage change?

- Change has many dimensions of impact:
 - What we do
 - How we do it
 - The systems and tools that support us.
- The change resulting from the new enabling technology must be planned for and managed effectively.
- Change and training issues can be a major barrier to success.

Change Management –

What is it?

- Change Management involves:
 - Engaging individuals around a compelling reason to change
 - Building the confidence and capabilities to plan for and prepare organizations for sustainable change
 - Communicating with and involving employees impacted by the change.

Change Management –

Our approach

- The Change Management team consists of leads and members for communications and training.
- The Change Management team will work closely with the design team so that configuration decisions that impact business processes will:
 - Be communicated to those impacted
 - Be integrated into training sessions.
- Change management activities will prepare the project team, employees and agencies to accept, promote and support the change.

As Is Processes –

What we need from the Agencies

- Document process steps in sequence (standard and exception)
- Document forms used in the agencies only (and provide samples)
- Document logs kept and reports produced that do not flow into Personnel Cabinet (and provide samples)
- Identify where people interface with agency systems (input data or receive a report)
- Document steps to edit, audit and correct errors
- Document steps / functions to assist employees in submitting information requested
- Document regulations, statutes, and procedure manuals that guide process execution

As Is Processes –

What we don't need from the Agencies

- Multiple copies of as-is process documentation from every organization unit within the Agency
 - Organize teams and approach to get the work done – work together vs. independently*
 - Document each process variance across organization units*
 - If all organization units use the same process only document one time*
- Process steps that describe what occurs within the Agency system
 - Focus on identifying where data enters or comes from the automated Agency system*
- User manuals (don't need how to complete forms or how to use the Agency system)
- Processes that occur outside the Agency (only document where process enters or exits the Agency)

As Is Processes –

Scope - Personnel

- Employee additions
 - Appointments
 - Reinstatements
 - Reemployment
 - Transfer in
- Employee separations
 - Transfer out
 - Termination
 - Resignation
 - Retirement
 - Dismissal
 - Layoff
 - Death
- Employee Leave of Absence (LOA)
 - LOA with pay
 - LOA without pay
 - Special leave with pay
 - Transfer in
- Employee return from LOA
 - Return from leave with pay
 - Return from leave without pay
- Employee Suspension
 - Suspend
 - Fine
- Workers' Compensation
 - First report of injury

As Is Processes –

Scope - Personnel

- Wage adjustments
 - Probationary increase
 - Education increase
 - Shift / weekend premium
 - Salary change
 - Pay type
- Miscellaneous
 - SSN change
 - Employee status
 - Personnel status
 - Overlap
 - Pilot project
 - Location / crew change
 - Demographic change
- Position Number
 - Transfer within
 - Promotion
 - Demotion
 - Reorganization
 - Detail
 - Reversion
 - Establish
 - Abolish
 - Number change
- Classification
 - Reclassification
 - Reallocation
 - Grade change
 - Range change
 - Job class desk audit

As Is Processes –

Scope - Payroll

- Timekeeping
 - Time collection
 - Time reporting
 - Special payments
(tips, expense allowance, block 50, adoption assistance, employee suggestion award, employee recognition award)
- Leave
 - Leave sharing
 - Leave usage request
 - Leave payments
(annual, sick, holiday, voting, blood donation, military, comp, special, jury, adverse weather, family)
- Payroll
 - Supplemental request
 - Retroactive payment
 - OT notification for large payments
 - Direct deposit changes
 - Payroll voucher
 - Check reversal
 - Tax refund
 - FIT withholding allowance
 - SIT withholding allowance
 - Voluntary deductions

As Is Processes -

Agency Documentation – Personnel example

Agency As-Is Process Flow Details

1. Process Name				2. Page 1 of 1		3. Date 29-Aug-06				
Employee transfer out										
4. Person(s) Interviewed / Area Branch Suzette Gash				5. Process Begins Employee notifies employer						
7. Process Charted By: Latonia Dooley										
8a. Present Method Yes				8b. Proposed Method						
Process Detail				Attachments				Step Required by:		
Step Number	Process Step	E Employee S Supervisor C Computer O Dept/Office A Agency	Process Notes	Documents	Reports	Form	Correspondence	Statute	Regulation	Policy
1	Submits transfer notice to supervisor	E	Transfer notice includes employees last day (typically 2 weeks)				Letter or email			
2	Forward transfer notice to Agency Personnel	S	Lateral transfer does not involve register		IM Register if promotional transfer					
3	Agency Personnel	C	Enter P-1 transaction into CICS							
4	Agency Personnel	A	Retains copy for Agency file and forward to Personnel Cabinet / Processing and Records Branch							

August 29, 2006

As Is Processes -

Agency Documentation – Payroll example

Agency As-Is Process Flow Details

1. Process Name				2. Page 1 of 1		3. Date 29-Aug-06				
Employee voluntary deduction (dental)										
4. Person(s) Interviewed / Area Branch Suzette Gash				5. Process Begins Employee elects insurance coverage						
7. Process Charted By: Latonia Dooley										
8a. Present Method Yes				8b. Proposed Method						
Process Detail				Attachments				Step Required by:		
Step Number	Process Step	E Employee S Supervisor C Computer O Dept/Office A Agency	Process Notes	Documents	Reports	Form	Correspondence	Statute	Regulation	Policy
1	Elect coverage	E	Employee reviews carriers certified with the Commonwealth and elects coverage							
2	Enroll with carrier	E	Complete enrollment form and submit to carrier			Enrollment form				
3	Carrier forwards enrollment to Agency Personnel	Third party	Enrollment form specifies type of coverage, premium amount and deduction frequency							
4	Agency Personnel enters into CICS	C								
5	Retain enrollment copy	A								

Workflow & Notifications –

What we need from the Agencies

- Approval processes (i.e., workflows)
 - Routing (process steps)
 - Roles (employee, supervisor, branch manager, director, executive director, commissioner)
 - Business rules
- Notices
 - Trigger events (which can originate from workflows)
 - Form of notice (email, correspondence, phone call)
 - Recipients (titles/roles, not employee names)

Workflow & Notifications – Agency Documentation Template

	Workflow / Notice	Trigger	Step	Role	Decision Description	Next step based on? (e.g., business rule)			Form of Notice
						Amount	Supervisory Role	Other	
1	Leave Request	Leave Request	1. Employee completes leave request form	Employee					
			2. Immediate supervisor approves/denies leave request	Supervisor				Amount of leave requested. > 5 days requires Branch Manager approval.	Approval/Denial/No Action email or verbal
			3. Branch manager checks available leave and approves/denies leave request	Branch Manager	Determine if the request is an exception to a policy.				Approval/Denial form

As Is Processes –

What to do if you need assistance

- Contact agency process contact (AIL) for any clarification required
- Contact Latonia Dooley,
KHRIS HR Administration Project Manager:
 - 564-4690 X4200
 - Personnel.HRISproject@ky.gov
- We will arrange a time and place to provide the required assistance.....

As Is Processes –

Future activities

- Create As-Is process flow documentation
- Revise master list of workflows and notifications
- Revise list of potential Employee Self Service (ESS) functions
- Create process comparison matrix to illustrate common processes and process differences
- Meet with agency payroll and personnel administrators to review results of process analysis
- Prepare documentation for KHRIS vendor (processes, workflows, notifications, ESS functions)

As Is Processes -

Key Activities and Dates

Estimated Date	Activity	Status
August 25	Review process kickoff with AILs	Done
August 29	Agency process kick off (Payroll / Personnel)	
August 30 – September 29	Agencies develop process documentation	
October 2 – October 30	KHRIS project team develops process maps and conducts process analysis between agencies	
Early November	Meet with agencies to present process findings	
Mid November	Finalize as – is process documentation (Payroll / Personnel)	
<i>Tentative: November 9</i>	Agency process kick off (Insurance)	
<i>November 10 – November 23</i>	Agencies develop process documentation (Insurance Coordinators)	
<i>November 24 – December 13</i>	KHRIS project team develops process maps and conducts process analysis between agencies	
<i>December 21</i>	Meet with agencies to present process findings (Insurance)	
End of December	Finalize as – is process documentation (Insurance)	